

2005 Creating an AKO Account and Logging into LMS User Guide

Standard Procurement System
Joint Program Management Office



Creating an AKO Account and Logging into LMS

User Guide

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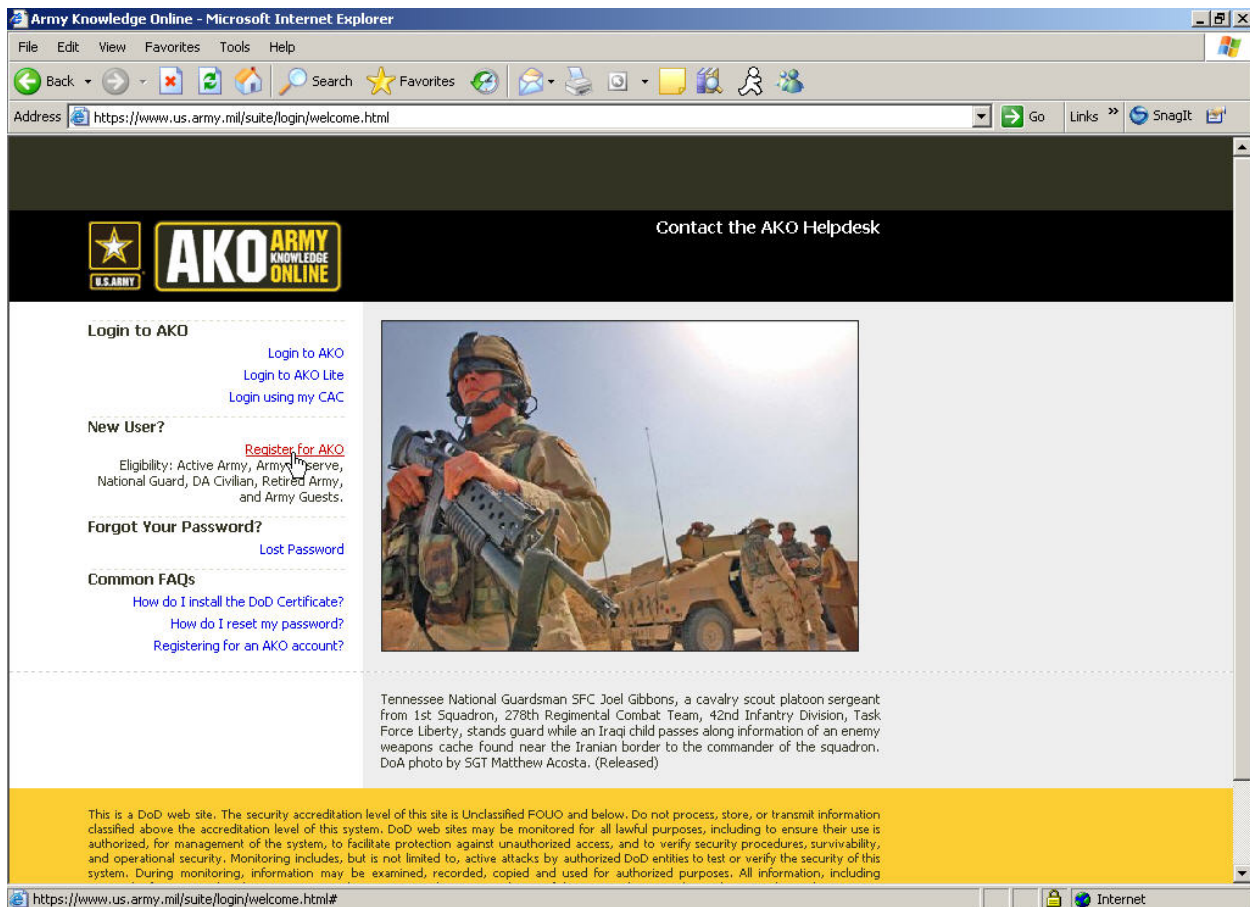
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Creating an AKO Account

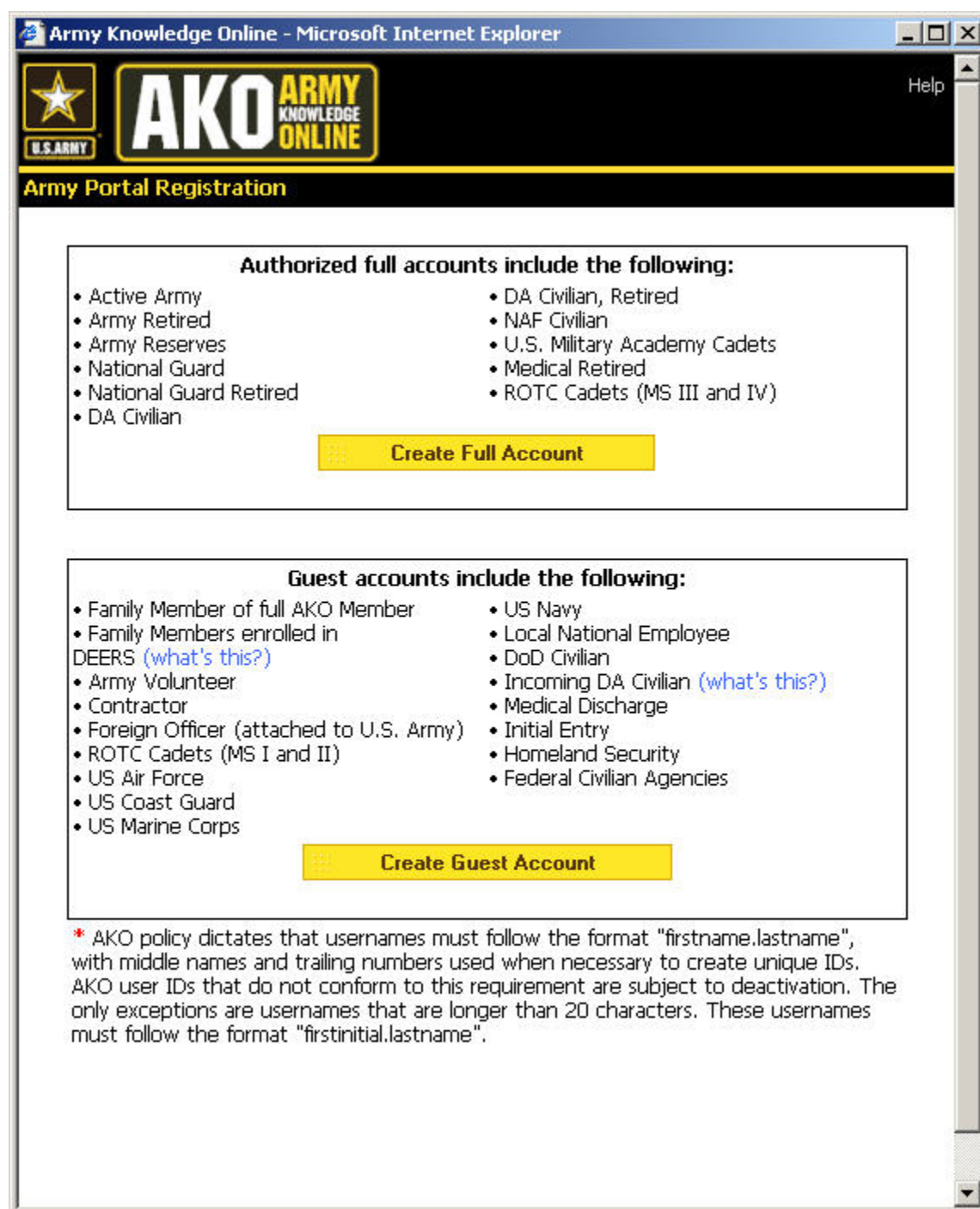
All users must have an Army Knowledge Online (AKO) account in order to log into the Learning Management System (LMS) system.

To create an AKO account, please follow these steps:

1. Go to the following URL: <https://www.us.army.mil/suite/login/welcome.html>



2. On the left side of the screen, click the **Register for AKO** link in the "New User" section.



3. Choose the category that matches your status. However, do not choose a Family member role, Local national, or Foreign because the Army Learning Management System does not allow these roles in to the system.

Note: A good rule of thumb is, if you are a government employee, click the **Create Full Account** button. If you are a contractor, click the **Create Guest Account** button.

4. If a Privacy Act Statement displays, read the statement and click **Next**.

Army Knowledge Online - Microsoft Internet Explorer

AKO ARMY KNOWLEDGE ONLINE

Army Portal Registration

Account Information

* **Army Sponsor:**

Enter the AKO User Name of your Army sponsor.

* **Account Type:**

Choose the category that best describes you. Note:

- Accounts for **Cadets** are only available to collegiate cadets.
- Accounts for **Foreign Officers** are only available to officers attached to the U.S. Army.

User Information

* **Title:**

* **First Name:**

Middle Name:

* **Last Name:**

Nick Name:

Suffix:

Your user name will be automatically generated from the names you enter. For example:

- First.Last
- First.MI.Last
- First.Middle.Last
- Nickname.Last
- First.Last(Suffix)

Social Security Number:

Social Security Number is mandatory for **Cadets, Initial Entry, Incoming DA Civilian, DEERS-Verified Family Members** accounts, optional for all others. This is only used for identification purposes.

Organization:

Enter your current organization (e.g. PEO STAMIS).

Organization Address:

Enter the address of your current organization (e.g. 9350 Hall Road, Suite 142, Fort Belvoir, VA 22060-5526).

Phone Number:

Enter your phone number

5. Enter "ronald.holloway" in the **Army Sponsor** field.

Note: Make sure you include the dot (.) between the first name and last name.

6. Select the **Account Type** from the dropdown menu.

7. Fill out the User Information fields as appropriate and click the **Next** button at the bottom of the form.

(**CAUTION:** You need to enter your social security, in order to receive access to the Army Learning Management System. This is **mandatory** even though it may show as optional. When you enter SSN, do not enter the DASHES. You will receive a message if entered incorrectly.)

Note: In Address Block #2, insert your DODACC in front of your site name. Address Block #2 field needs to be completed so that the DODACC and Site Name can be tracked in the LMS (e.g., N00012, FISC San Diego).

Army Knowledge Online - Microsoft Internet Explorer

AKO ARMY KNOWLEDGE ONLINE

Help

Army Portal Registration

Account Information

User Name:

Select your Username. You will enter this name to log into the Portal, and your email address will be username@us.army.mil. Usernames must be no more than 20 characters.

* Password

* Confirm Password

Your password has these restrictions:

- It must be at least 10 characters
- It must contain at least 2 special characters: !@#\$%^&*._+=\{};:,
- It must contain at least 2 numbers
- It must contain at least 2 uppercase and 2 lowercase letters
- It **IS** case sensitive

For more information on these restrictions, please see AR 25-2 by clicking [here](#).

Lost Password Questions

* Question 1:

* Answer 1:

* Confirm Answer 1:

* Question 2:

* Answer 2:

* Confirm Answer 2:

* Question 3:

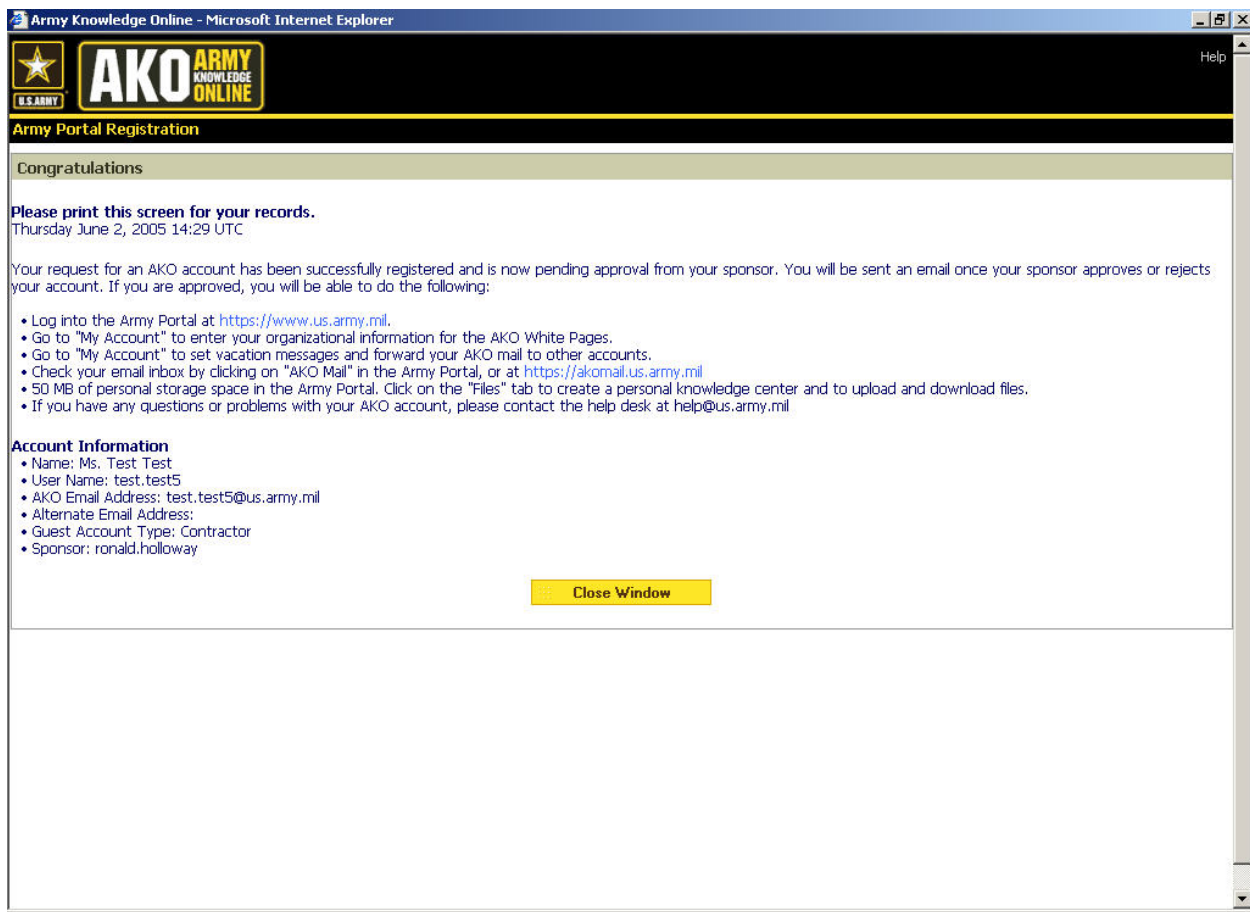
* Answer 3:

* Confirm Answer 3:

Your questions and answers will be used to identify you in the event that you forget your password. Answers to these questions are **case sensitive** and should be **as secure as your password**.

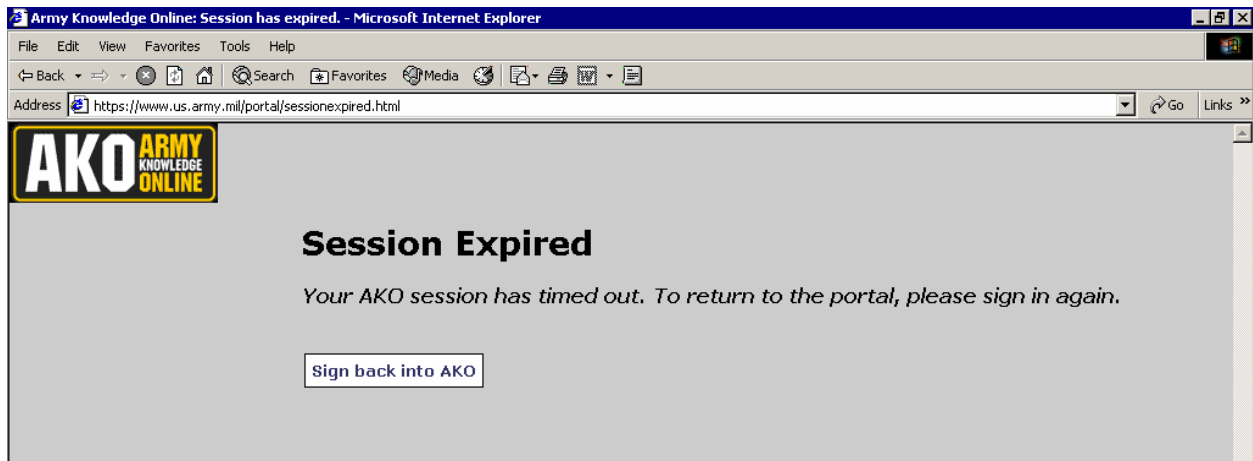
* Denotes a required field.

8. Confirm that your **User Name** is in the appropriate format.
9. Enter a password that meets the AKO password policies and re-type the password in the **Confirm Password** field.
10. Fill out the information in the **Lost Password Questions** section and click the **Next** button. If you have successfully entered your account, you should receive a Congratulations screen as follows:



12. Confirm the information and print the page for your records. When you are finished, click the **Close Window** button.

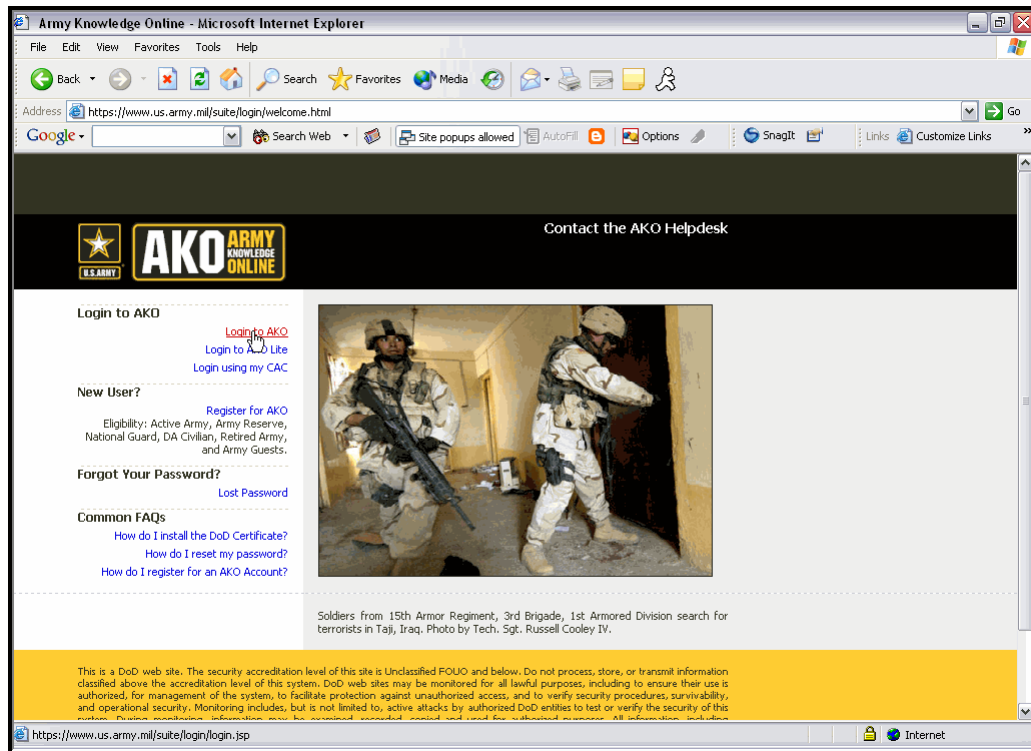
Warning: If you should fail to see this message or do not elect to continue your AKO session by clicking the **Next** button in the previous screen, then you will see the following screen when you return to the AKO screen. Should you wish to re-enter the AKO website, simply click the **Sign back into AKO** button on the Session Expired screen, as shown on the next page.



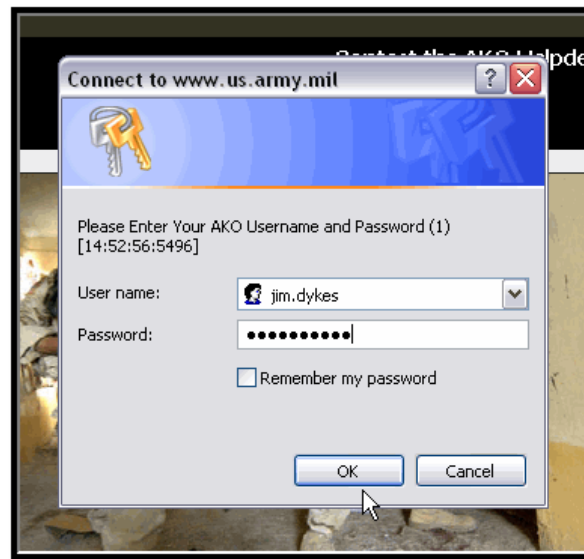
Logging into LMS

To log into LMS, follow these steps:

1. Open your **Internet Browser** – Internet Explorer or Netscape Navigator.
2. Navigate to the **Army Knowledge Online** <https://www.us.army.mil> and click on the **Login to AKO** link.



3. Enter your AKO account information in the Windows login screen and Click **OK**.



- After you successfully login, navigate/scroll down to the **Self Service** menu on the left side menu bar.

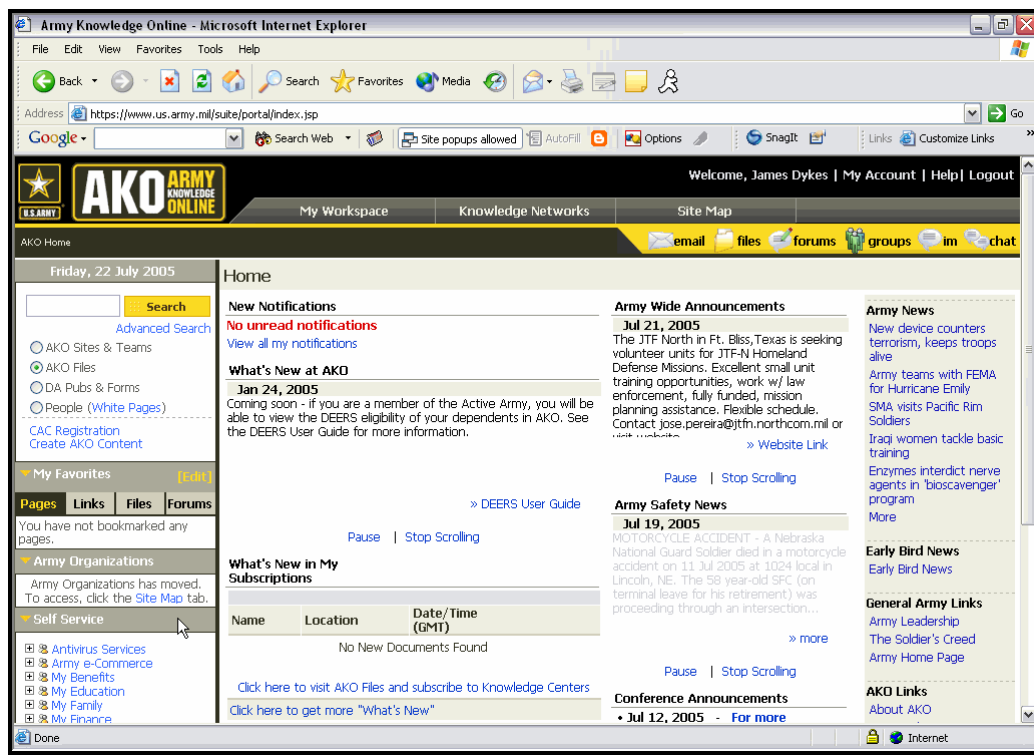
NOTE: If you were not able to access the AKO website, then you need to contact the AKO Help Desk to if there is a problem with your account. Specifically, ask the AKO Help Desk to check your **profile** and ensure that includes your **social security number**. Also, have the Help Desk check your “**Type of Account**” to make sure it is **NOT** a family member (instead a contractor or DoD civilian, etc), or a foreign member. Below is the contact information.

Email the AKO Help Desk at help@us.army.mil

Call the AKO Help Desk at DSN 654-4357

Call the AKO Help Desk at (703) 704-4357

Call the AKO Help Desk Toll Free
at 1(877) AKO-USER or 1(877) 256-8737



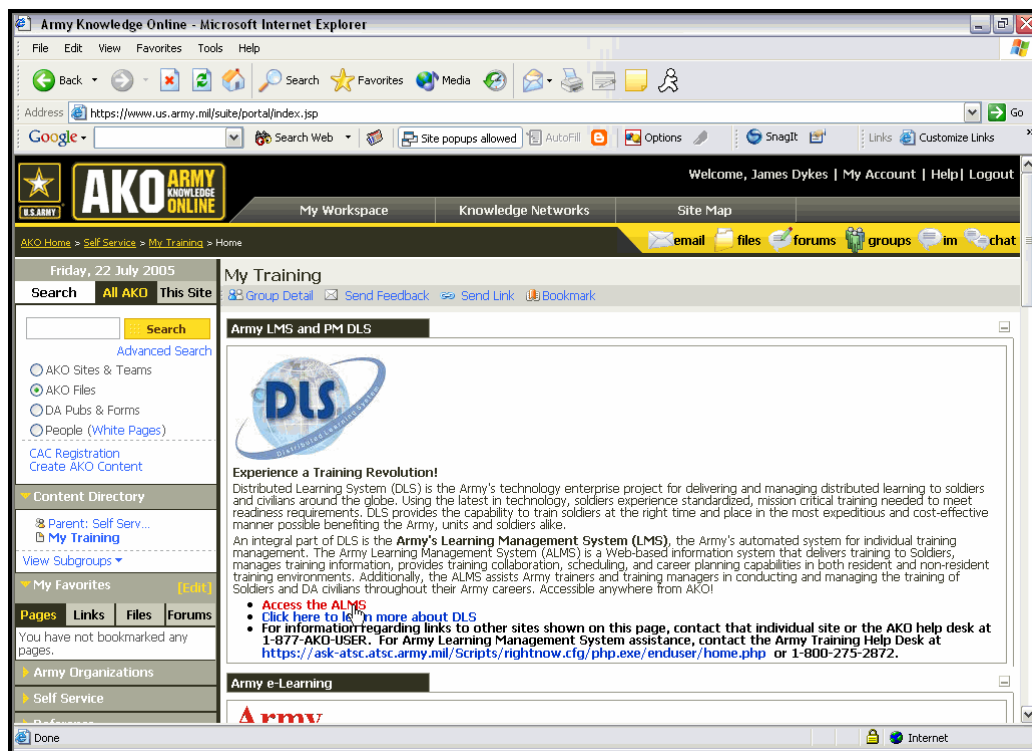
5. Click on the **My Training** link on the **Self Service** Menu



5. When the **My Training** page opens, click on the **Access the ALMS** in the **Army LMS and PM DLS** window.

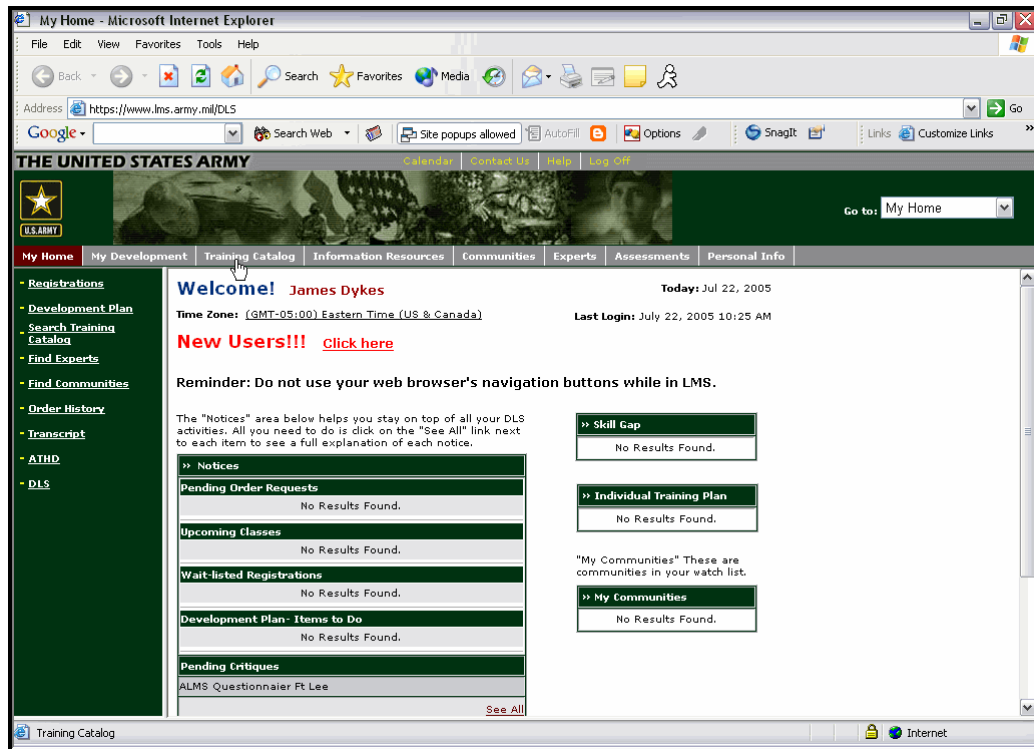
NOTE: If you receive a message that you do not access the ALMS then first, contact the AKO Help Desk (table listed on page 9). If the AKO Help Desk says that they do not see any problems with your AKO account, then you need to contract the Army Training Help Desk (ATHD). To do so, go to the following website:

<https://www.us.army.mil/suite/portal/index.jsp> and click on the **Ask a Question** Link.

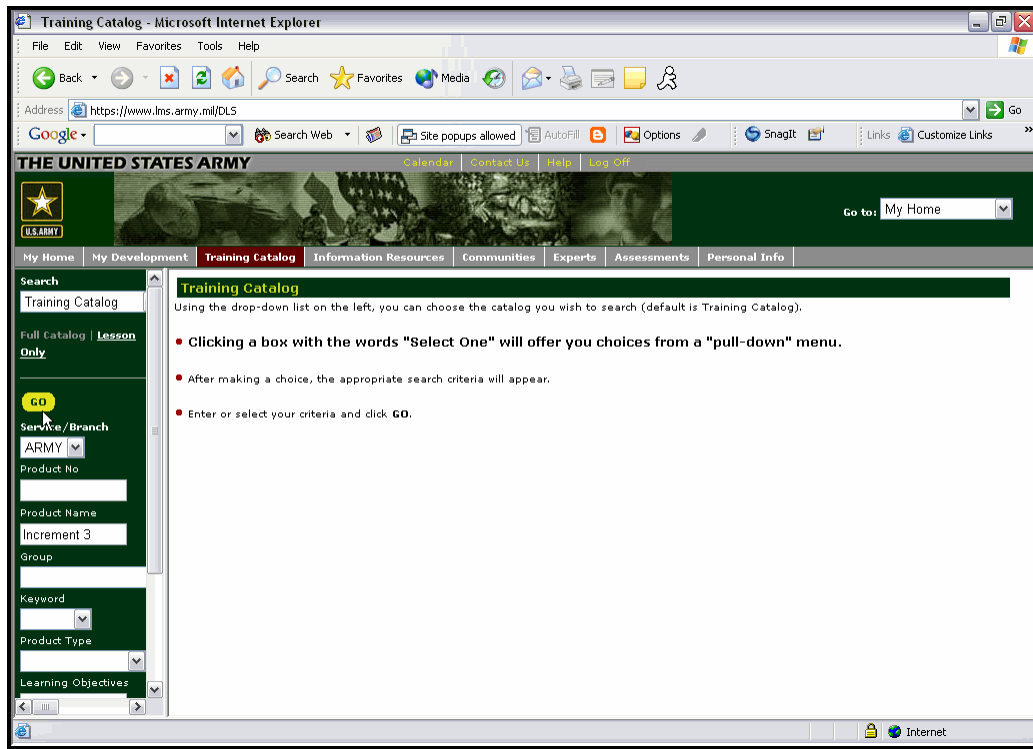


Note: The following steps assume you are accessing for the first time and need to find and register for the Increment 3 Build 4 training.

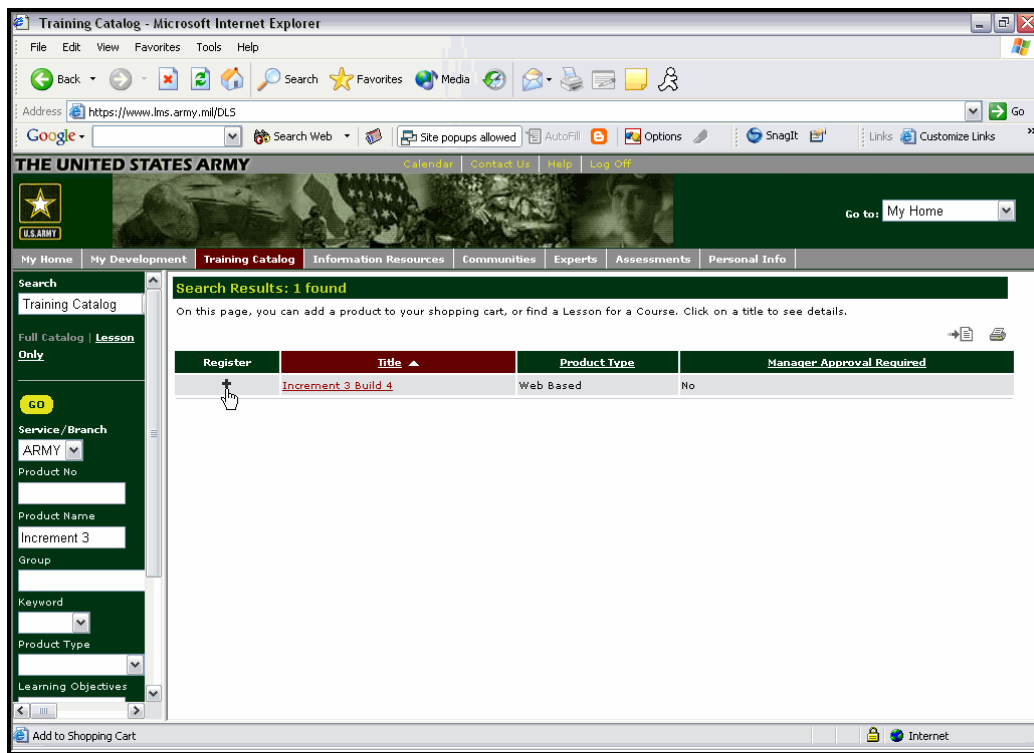
7. Click on the **Training Folder** tab on the Menu Bar.



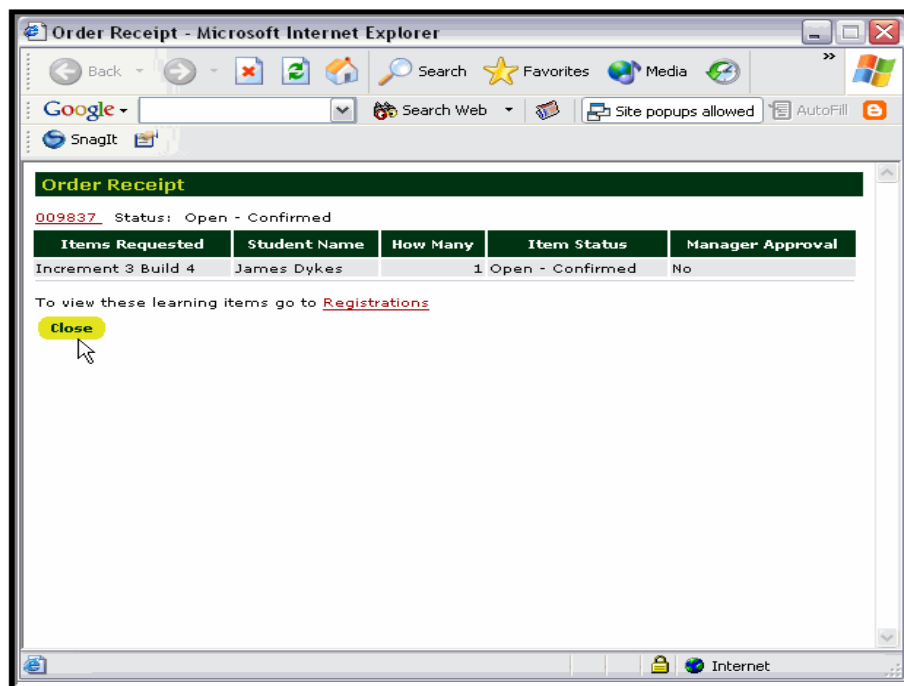
8. In the green **Search** area on the left side of the screen, enter **Increment 3** in the **Product Name** space and click on the yellow **GO** button.



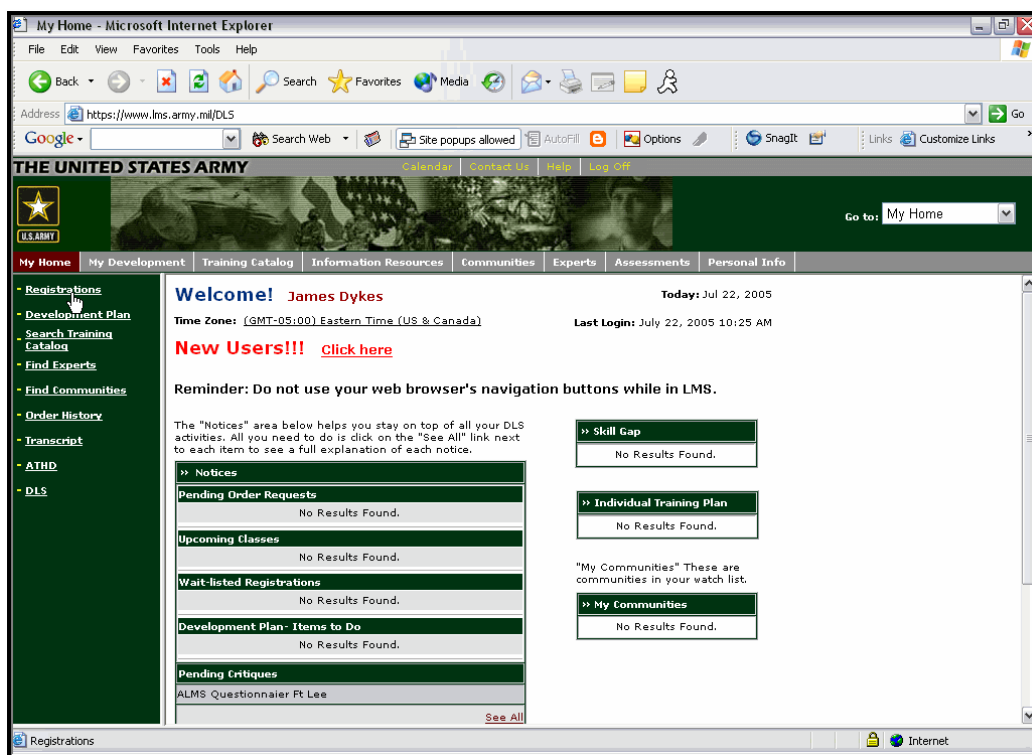
9. On the window that appears, click on the + sign in the **Register** column.



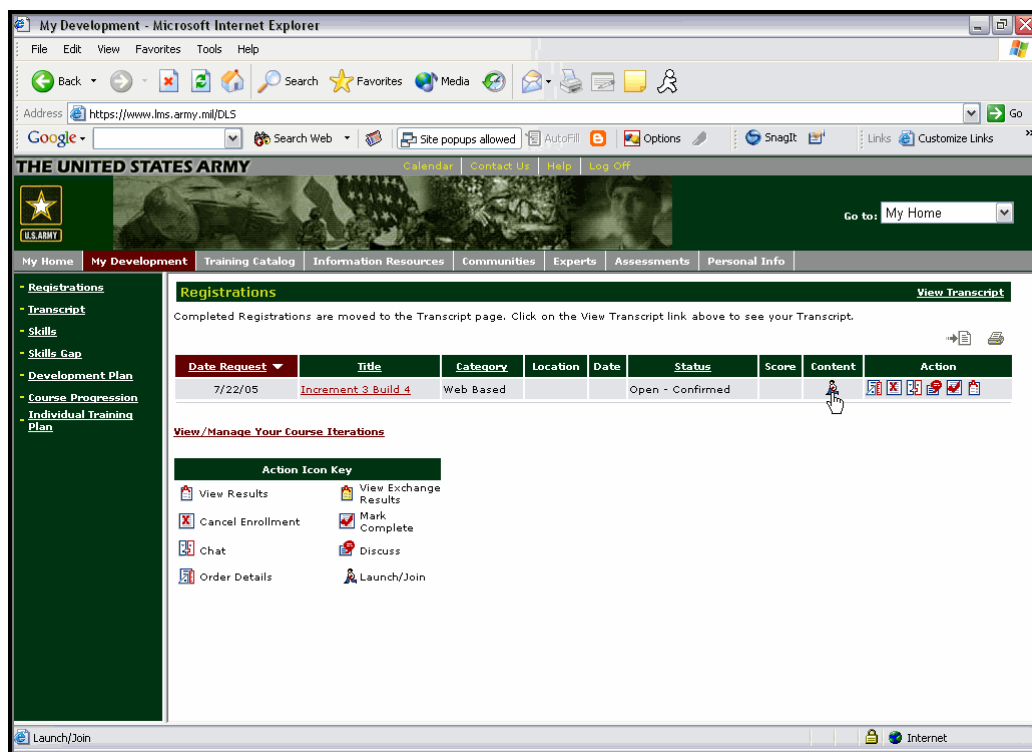
10. A new window will appear confirming **Order Receipt** (registration). Click on the **Registrations** link or click on the yellow **Close** button. The steps that follow assume that you click on the **Close** button.



11. Navigate to **My Home** using the **My Home** tab – then click on **Registrations** in the menu on the left side of the screen.

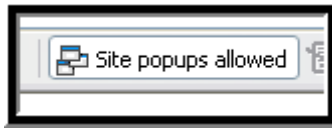


12. A new screen opens – click on the ‘running man’ icon (start/join) in the **Content** column.

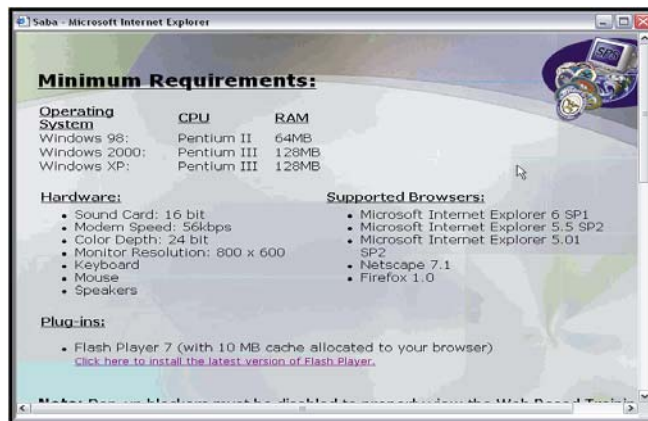


13. Click on the **Lesson 1-INC3 Familiarization Overview** link to start the training material.

Note: Ensure the **Windows popup blocker** and all others that you may have installed are turned off. The training material will not operate properly without popup blockers off.



14. Two windows will open – one with a list of the **hardware/software requirements** for using the training material – and the other is the **opening screen to the lessons**. Click **NEXT** to begin the training.



Troubleshooting

1. Army Knowledge Online (AKO) Registration

- Account Type: When registering for an AKO account, be sure you do NOT choose "Family Member," "Foreign Member," or "Local National Member" – these account types cannot access the ALMS. If you already have an established AKO account with one of these account types, it needs to be changed/updated.
- Social Security Number: Also, make sure you enter your SSN (**Note:** It is not mandatory for the AKO, but it is mandatory for accessing the ALMS).
- Account Confirmation: Once you register for an AKO account, you should receive a response within 24 hours. If not, contact the AKO Help Desk as follows:
 - Email the AKO Help Desk at help@us.army.mil
 - Call the AKO Help Desk at DSN 654-4357
 - Call the AKO Help Desk at (703) 704-4357
 - Call the AKO Help Desk Toll Free at 1(877) AKO-USER or 1(877) 256-8737

2. NMCI Access into the Army Learning Management System (ALMS)

- A NMCI representative has informed the JPMO that the MacroMedia 7.0 Flash Player, which is needed to view the Web-based Training (WBTs) Lessons, is an approved and certified NMCI tool.
- Therefore, you will need to contact the NMCI Help Desk or your technical representative if you do not have MacroMedia Flash installed on your machine.

3. SPS Center of Excellence (COE) Portal

- The Training Module, the WBTs, is available on the SPS COE portal; however, it should only be used as a **back-up** to the ALMS.
- If you need to use the portal to access the training module, see the "Training Module Instructions" guide on the Increment 3 Build 4 Test page in the "Instructions – READ ME FIRST" folder for details.

4. SPS Bugzilla

- When you register for an SPS Bugzilla account, you should receive email confirmation automatically with login and password information. However, if you do not receive this email, contact Wendy Bozenhard at 703-460-1497 (wendy.bozenhard@eis.army.mil) or Howard Harper at 703-460-1506 (howard.harper@eis.army.mil).

5. Overall Build 4 Questions

- General:
 - Howard Harper at 703-460-1506 or howard.harper@eis.army.mil
 - Cliff Yamamoto at 703-460-1508 or cliff.yamamoto@eis.army.mil
- Travel:
 - Stephanie Franchetti at 703-460-1490 or stephanie.franchetti@eis.army.mil

- Accessing the AKO or ALMS:
 - Jim Dykes at 703-460-1246 or jim.dykes@eis.army.mil
 - Leesa Edson at 703-460-1082 or leesa.edson@eis.army.mil
- Accessing the SPS COE Portal:
 - Meredith Brodsky at 703-460-1525 or meredith.brodsky@eis.army.mil